

Informal Complaints

Presented by Company and Category

These tables present a subset of total consumer contacts. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following tables report the ICs by utility company and the nature of the complaint by category*.

Communications Industry November 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Not Regulated - No Jurisdiction	Policy & Practices	Service	Total
AT&T Corp.	-	-	-	1	1
AT&T Mobility Wireless Operations Holdings Inc.	13	-	1	2	16
Cebridge Telecom Ca, LLC	-	2	-	1	3
Charter Fiberlink CA-CCO, LLC	4	1	-	-	5
Comcast Phone of California, LLC	1	1	2	-	4
Consolidated Communications of California Company	1	-	-	-	1
Cox California Telcom, LLC	1	3	-	1	5
DMR Communications, Inc.	-	1	-	-	1
Frontier California Inc.	12	4	2	15	33
Granite Telecommunications, LLC	1	-	-	-	1
Lingo Telecom of the West, LLC	1	-	-	-	1
MCC Telephony of the West, LLC	1	-	-	-	1
MCI Communications Services, Inc.	1	-	-	-	1
Pacific Bell	26	3	5	20	54
Preferred Long Distance, Inc.	1	-	1	-	2
Spectrum Mobile, LLC	-	-	-	1	1
Sprint Spectrum L.P.	7	-	-	2	9
Time Warner Cable Information Services	1	1	-	-	2
Time Warner Cable Information Services (Calif)	-	4	-	-	4
T-Mobile West LLC	2	-	2	-	4
Tracfone Wireless	-	-	2	2	4
U.S. Telepacific Corp.	1	-	-	-	1
Verizon Wireless (VZW) LLC	14	-	3	2	19
Working Assets Funding Service, Inc.	1	-	-	-	1
Total ICs Sent	89	20	18	47	174

Informal Complaints
Presented by Company and Category

Energy Industry November 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Policy & Practices	Public Purpose Programs	Service	Total
Clean Power Alliance	2	1	-	-	3
Monterey Bay Community Energy	1	1	-	-	2
Pacific Gas & Electric Company	29	6	3	23	61
San Diego Gas & Electric Company	9	1	2	1	13
Southern California Edison Company	68	1	16	23	108
Southern California Gas Company	12	1	-	8	21
Southwest Gas Corporation	1	-	-	-	1
Total ICs Sent	122	11	21	55	209

Water Industry November 2019

*The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.***

Utility Name	Billing	Policy & Practices	Public Purpose Programs	Service	Total
California American Water Company	5	-	-	-	5
California Water Service Company	3	-	-	-	3
Del Oro Water Co., Inc.	1	-	-	-	1
Golden State Water Company	1	-	-	-	1
Liberty Utilities (Park Water) Corp.	2	-	-	-	2
San Jose Water Company	1	-	-	-	1
Suburban Water Systems	2	-	-	-	2
Total ICs Sent	15	-	-	-	15

*Category Definitions

**Companies Sorted by Code

**Companies Sorted by Utility Name